

FY 01 DCMA BUSINESS PLAN

DIRECTOR'S MESSAGE

For FY 01, the Defense Contract Management Agency (DCMA) will operate as a new Defense Agency reporting to the Deputy Under Secretary of Defense (Acquisition, Technology, and Logistics). This Business Plan reflects that change.

DCMA is committed to effective implementation of the Government Performance and Results Act (GPRA). We are committed not only because it's the law but because the tenets of the GPRA--accountability, setting goals, measuring performance, reporting on progress, and focusing on results, service quality, and customer satisfaction--make good business sense. The Integrated Management System (IMS) is our vehicle for managing resources and meeting the requirements of the GPRA. Through the DCMA Business Plan, the IMS links all of the Agency's business processes together to ensure that contract management services are provided cost effectively and meet customer needs. In short, the IMS integrates our operational and financial performance.

Our overriding Agency philosophy is "One Focus, Customer Focus." Our mission is to "provide customer-focused contract management services" to all of our customers--both external and internal. Buying activities and program managers are the direct users of our services, but we must always remember that the ultimate customer is the warfighter--the soldiers, sailors, airmen, and marines that proudly serve our country around the world. We must listen to the needs and outcome expectations of our customers and use systematic methods to continually improve. To ensure that our workforce is fully capable of meeting the needs of internal customers and to deliver great customer service, we are reviewing how the Agency manages and supports its knowledge base. This knowledge management effort directly supports our three strategic goals.

The most significant change in this year's Business Plan is its focus on the key groups of services we provide to our customers. These services, referred to as "service sets," help us better describe to our customers what services DCMA provides to add value to the overall acquisition process in a form that is consistent with the acquisition initiatives of the Department of Defense. One significant acquisition initiative is the implementation of information technology to replace MOCAS. To assist in this challenge, I established the MOCAS Transition Assistance Center to facilitate the contract administration actions necessary to promote effective transition to the new systems. The service sets form the foundation of our Long-Range Plan as our new strategic objectives and serve as the focus areas for our annual performance goals in the DCMA Performance Plan.

Given the dynamic challenges facing us, I am confident that the three goals, 12 objectives that correspond with our service sets, and supporting performance and investment goals presented in this Business Plan form a solid foundation for DCMA contract management.

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Director